



Coordinated Access Resources: Tools to Help Communities Implement Reaching Home

This document provides links to online resources that can be used by Community Entities (CEs) in their work to meet Reaching Home (RH) requirements under the [Coordinated Access Directive](#). It can also be used by any community to build on or strengthen existing Coordinated Access (CA) processes, policies and protocols already in place.

Resources were sourced primarily from Housing, Infrastructure and Communities Canada or the Canadian Alliance to End Homelessness and include tools developed by Reaching Home communities profiled on the [Built for Zero-Canada website](#). They are grouped by theme areas:

- **Chapter 1** includes **general resources** that are applicable to the broader Coordinated Access system; and,
- **Chapters 2 to 7** include resources that are applicable to each of the **six core components of a Coordinated Access system**. Under each Minimum Requirement (MR), tools are listed and hyperlinked (with page numbers for specific references), and community examples are provided. Of note, the document has now been updated to reflect the 2024-28 Directives. Directives without examples are in the process of being updated.

Looking for something specific? Review the table of contents at the beginning of the each chapter to see what is available!

To provide feedback or suggest new tools to add to this document, please contact the Homelessness Policy Directorate at: HPD.Engagement-Mobilisation.DPMI@infcc.gc.ca.

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CHAPTER 1: GENERAL COORDINATED ACCESS RESOURCES

1A. Reaching Home resources

- [Coordinated Access Guide](#) (2019)
- [CHR Reporting Tools e-course – CHR Reference Guide](#), Section 2
- [CHR Training Webinars for communities – Section 2](#)
- [Explaining Coordinated Access and the Outcomes-based Approach under Reaching Home webcast](#) (2022)

1B. Canadian Alliance to End Homelessness (CAEH) resources

- [Pictures of Coordinated Access Systems](#) in Canada and the US
- [Coordinated Access Initial Written Documents Checklist](#) (PDF) and [Word Version](#)
- [Starting Template for a Community Coordinated Access Guide](#) – Word document to download and customize as needed

1C. United States resources

- [HUD Exchange Coordinated Entry Community Samples Toolkit](#) provides a wide array of examples of coordinated access documents that have been created by communities from across the US.
- [NAEH Coordinated Entry Toolkit](#) provides access to key US-based coordinated access guidance documents and examples of coordinated access documents from communities across the US (different examples from HUD Exchange above).

CHAPTER 2: GOVERNANCE	
General Resources	General resources on governance - Reaching Home Coordinated Access Guide – Governance Structure (pages 24-30) - Reaching Home 2023-24 CHR Reference Guide (pages 21-22) - CAEH: Provider Participation Tool (PPT Tab) – can be used for system mapping Systems Planning Collective Modules - CAEH: Pictures of Coordinated Access System Governance Models - CAEH Webinars: - Coordinated Access- Governance – October 19th webinar Recording and PDF – you may also be interested in the November 17, 2021 webinar, Governance: Reviewing Different Models – Recording and PDF - Getting Buy-In for Coordinated Access – slides and recording (March 2021) - Promoting Coordinated Access in your community- slides – Recording and PDF
CA MR #1	Communities must meet all Coordinated Access minimum requirements by March 31, 2026. Confirmation that communities are on track to do this will be required by October 31, 2025. Meeting all requirements includes: - Maintaining minimum requirements that were met by March 31, 2024; - Meeting requirements that were modified as of 2024-25; and, - Meeting new requirements introduced in 2024-25.
Examples	N/A
CA MR #2	As communities work to implement, maintain and improve their Coordinated Access system, meaningful collaboration between Indigenous and non-Indigenous partners is expected: In communities where only Designated Communities funding is available, Community Entities are expected to collaborate with their respective Community Advisory Board, and local Indigenous partners. Where Designated Communities and Indigenous Homelessness streams co-exist, and where there are distinct Community Entities for each

	stream, the Designated Community and the Indigenous Homelessness Community Entity are expected to collaborate with each other and their respective Community Advisory Board(s) and local Indigenous partners. • Where Designated Communities and Indigenous Homelessness streams co-exist, and where there is a single Community Entity for both streams, this entity is expected to collaborate with the Community Advisory Board(s) and local Indigenous partners. • Territorial capitals funded under the Territorial Homelessness stream are expected to collaborate with their respective Community Advisory Board, and local Indigenous partners to support meaningful participation in the Coordinated Access system. • Active participation in Coordinated Access by all providers that serve people experiencing or at-risk of homelessness is encouraged, particularly from those that serve Indigenous peoples. For example, the Resource Inventory should include housing units, subsidies and supports that are intended for Indigenous peoples.
Examples	<i>To be updated</i>
CA MR #3	Communities must maintain an integrated, community-based governance structure that supports a transparent, accountable and responsive Coordinated Access system, with HIFIS as the local HMIS. Membership must include representation from the following: • Population groups the Coordinated Access system intends to serve; • Types of service providers that help prevent homelessness and those that help people transition from homelessness to safe, appropriate housing; • Indigenous partners (more than a single representative, wherever possible); • People with lived experience of homelessness; and, • Provincial/territorial and municipal governments. Note: Terms of Reference for the governance structure must be documented and be made publicly available, if requested.

Examples	<u>Community examples of a Coordinated Access governance model</u> <i>How can this help me?</i> Each of these communities describe their governance model for Coordinated Access and identify a lead organization. Although having terms of reference is not mandatory, it is a good tool that can help to explain the purpose of each governance group, their decision-making authorities, who is involved, and how the different groups fit together. • Durham Region (ON) – Homelessness Coordinated Access System Process Guide, Governance (pages 5-6) • Fort McMurray, Wood Buffalo (AB) – Coordinated Access Guide, Appendix M: Coordinated Access System Team - Terms of Reference (pages 50-52) • Guelph-Wellington (ON) – Coordinated Entry System Guide, Housing Stability Working Group (HSWG) Terms of Reference (page 26)
CA MR #4	A lead organization must be identified for Coordinated Access and for HIFIS. The Coordinated Access Lead and HIFIS Lead must collaborate to: • Improve service coordination and data management; and, • Increase the quality and use of data to prevent and reduce homelessness. Note: Roles and responsibilities for the Coordinated Access and HIFIS Lead must be documented and be made publicly available, if requested.
Examples	<u>Community example of an HMIS governance model</u> <i>How can this help me?</i> The community describes its governance model for its HMIS and identifies a lead organization. • Durham Region (ON) – Homelessness Coordinated Access System Process Guide, Governance (pages 5-6).

CA MR #5	The governance structure must identify how various homeless-serving sector roles and groups are integrated and aligned in support of the community's overall goals to prevent and reduce homelessness, including the following: • Community Entity; • Community Advisory Board; • Coordinated Access Lead and HIFIS Lead roles; • Provincial/territorial and/or municipal designations relative to managing homelessness funding, as applicable; • Local groups with a mandate to prevent and/or reduce homelessness, as applicable; and, • Local Indigenous partners, including Indigenous service delivery organizations, as applicable. Note: This must be documented and be made publicly available, if requested.
Examples	<i>To be updated</i>
CA MR #6	All service providers receiving Reaching Home funding (i.e., those that deliver one or more federally-funded projects/sub-projects) must participate in Coordinated Access. Note: Documenting participation in Coordinated Access forms part of a community's system map (see CA MR 8).
Examples	<u>Community examples of ensuring service provider participation</u> How can this help me? These are examples of a tool used to document the roles that service providers play in the Coordinated Access system (i.e., system mapping). • Reaching Home: System Mapping Tool for Designated Communities in British Columbia (see tab "Start Map Here") – All service providers who receive Reaching Home DC funding ("Yes" in column G) should be participating in Coordinated Access in some way (columns AT to AZ) • CAEH: Provider Participation Tool (PPT Tab) – All service providers who are Reaching Home funded (column J checked off) should be participating in Coordinated Access in some way (columns K to AA) How can this help me? A Memorandum of Understanding (MOU) between the CE and service providers receiving funding through Reaching Home can be a way of clarifying roles and

	responsibilities in the Coordinated Access system. For example, an MOU could be put in place with housing providers, outlining their role in the Coordinated Access system as “filling vacancies through the Coordinated Access process”. • Saint John (NB) – Coordinated Access Process Guide 2.0, Appendix B: Homelessness Information Partnership Saint John (HIPSJ) Memorandum of Understanding (pages 24-26) • St. John’s (NL) – Agency MOU for Coordinated Access, HIFIS, and other programs • Windsor (ON) – BNPL Memorandum of Understanding Template
CA MR #7	Communities must encourage broad service provider participation in the Coordinated Access system, regardless of funding source. • Broad service provider participation—regardless of funding source—is important as it is the best way to connect everyone who needs and wants help with their housing to the widest range of services in the most seamless way possible. • Participation must be encouraged from service providers that do not receive Reaching Home funding and (a) serve people experiencing or at-risk of homelessness and (b) could fill their vacancies through the Coordinated Access system (e.g., they have housing units, subsidies and/or supports that could be accessed by people experiencing homelessness). Note: Documenting participation in Coordinated Access forms part of a community’s system map (see CA MR 8).
Examples	<i>To be updated</i>

CHAPTER 3: HMIS

General Resources

General resources on HMIS

- Reaching Home [2023-24 CHR Reference Guide](#) (pages 23-24)
- The HIFIS Toolkit (HICC) supports communities with their implementation and maintenance of HIFIS:
 - [The HIFIS Implementation Guide](#)
 - [The HIFIS Installation Guide](#)
 - [The HIFIS Configuration Guide](#)
 - [The HIFIS User Guide](#)
- [Control and Protect Client Information](#) (INFC, 2023) and [HIFIS How to: Data Sharing and Data Security](#) (ESDC, 2021)
- [HIFIS 4 Demo Site](#) (HICC) – A publicly accessible demonstration site where you can try out HIFIS.
 - [Get Started on HIFIS Implementation](#)
 - [How to Install and Configure HIFIS](#)
 - [How to Use HIFIS and its Functionalities](#)
 - [HIFIS Virtual Workshop Week 2024](#)
- [About HIFIS: Canada's Homelessness Management Information System](#) (INFC, 2023) and [HIFIS: A Tool for Understanding Homelessness](#) (INFC, 2023).
- ACRE Consulting – [Data Sharing and Privacy in HIFIS 4](#) Guide (2018)
- Built for Zero Canada resources on the [By-Name List page](#) under “Privacy, Consent, and Data Sharing”

HIFIS MR #1	Community Entities must meet all HIFIS minimum requirements by March 31, 2026. Confirmation that communities are on track to do this will be required by October 31, 2025. Meeting all requirements includes: • Maintaining minimum requirements that were met by March 31, 2024; • Meeting requirements that were modified as of 2024-25; and, • Meeting new requirements introduced in 2024-25.
Examples	N/A
HIFIS MR #2	The use of HIFIS is mandatory for all Community Entities that are not already operating with an equivalent Homelessness Management Information System (HMIS). An equivalent HMIS must meet all of the following requirements: • Pre-existing use of the HMIS (the operation of an established HMIS prior to receiving Reaching Home funding); • Allows service providers to participate in Coordinated Access, and for the collected data to be used to generate a Unique Identifier List and for Outcomes-Based Approach reporting; • Capable of collecting and storing data securely to prevent unauthorized access; • Capable of collecting and exporting the same mandatory data fields to Housing, Infrastructure and Communities Canada each quarter, in the same safe and secure manner as HIFIS (e.g., data is encrypted and anonymized); and, • Capable of modifying the mandatory data fields if the data fields are updated.
Examples	<u>HIFIS resource</u> <i>How can this help me?</i> • The HIFIS Implementation Guide – Privacy and Legal Compliance (pages 21-23) <u>Community examples of establishing safeguards</u> <i>How can this help me?</i> Examples from a community that has established policies and protocols to ensure data collected is secured from unauthorized access. • Peterborough (ON) – Documents in the Privacy Policies folder: ○ Safeguards ○ Data Access and Audit Log Procedures for HIFIS

	○ Security Incident and Privacy Breach Response Process How can this help me? Example of a PIA, which is typically completed before implementation of a data collection system to ensure the appropriate safeguards are in place. • St. John's (NL) – Privacy Impact Assessment (PIA) for HIFIS (2019) How can this help me? As part of their consent forms, some communities have included information related to the safeguarding of data, such as protocols explaining who will have access to the data and how it will be used. See CHR question 2.6 (page 24 of the 2023-24 CHR Reference Guide) – Community examples of obtaining client consent to collect, retain and share information
HIFIS MR #3	Community Entities must ensure that their Reaching Home-funded service providers actively use the same HIFIS/HMIS that is being used to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and the Outcomes-Based Approach. • Community Entities and their Reaching Home-funded service providers must actively use their HIFIS/HMIS to generate data for their Unique Identifier List in order to meet Coordinated Access requirements, and to generate data for outcome reporting in order to meet the Outcomes-Based Approach requirements; • To ensure data comprehensiveness for the Coordinated Access system and an understanding of community-level progress towards outcome targets for the Outcomes-Based Approach, active use of this same HIFIS/HMIS by all providers that serve people experiencing or at-risk of homelessness in the community, regardless of funding source, must be encouraged. • Community Entities must ensure there are no unnecessary barriers preventing Indigenous partners from accessing the HIFIS/HMIS data and/or the reports needed to help the people they serve; and, • Housing, Infrastructure and Communities Canada may deem certain updates of HIFIS to be mandatory for Community Entities. In these scenarios: • Housing, Infrastructure and Communities Canada will, in writing, instruct Community Entities using HIFIS to adopt the latest version of HIFIS within a specified period; and,

	Housing, Infrastructure and Communities Canada will, in writing, provide Community Entities using an existing, equivalent HMIS with the necessary information to update their system to have equivalent functionality with the latest version of HIFIS. This information will specify what mandatory features or functionality have been added to HIFIS.
Examples	<i>To be updated</i>
HIFIS MR #4	Community Entities must enter into a Data Provision Agreement with Housing, Infrastructure and Communities Canada, as well as develop a set of local agreements to manage privacy, data sharing, and client consent in compliance with municipal, provincial/territorial, and federal laws. This includes: • Data Provision Agreement: An agreement between the Community Entity and Housing, Infrastructure and Communities Canada that outlines the roles and responsibilities between both parties, as well as authorizes Housing, Infrastructure and Communities Canada's collection of certain non-directly identifiable data fields. • A Community Data Sharing Agreement: An agreement between the Community Entity and their participating service providers that outlines the roles and responsibilities between both parties, and includes an understanding of what information is being shared and why; and, • Client Consent Form: An agreement between the service provider and the client that outlines the consent for the collection, retention, and sharing of certain data points from the client. Note: Coordinated Access systems rely on the sharing of information between service providers. While individuals remain the owners of their personal information, service providers and the Community Entity are responsible for protecting their clients' information.
Examples	<u>Community example of a Data Provision Agreement between HICC and a community.</u> <i>How can this help me?</i> This is the Data Provision Agreement issued by the federal Government to communities currently using HIFIS. Signing this document ensures you have met the minimum requirement. • Guelph-Wellington (ON) – Coordinated Entry System Guide, HIFIS Data Sharing Protocol Agreement (pages14-15)

Community examples of obtaining client consent to collect, retain and share information

How can this help me? Each of these are examples of consent forms for clients and/or policies. Forms often provide policy and procedural information on how confidentiality is maintained in the community.

- Brantford (ON) – [Procedures for Managing Users on HIFIS](#), HIFIS consent form and scripts, and how to handle FOI requests (pages 11-25)
- Dufferin (ON) – [Client Consent for Data Collection and Release of Information](#), consent form and script
- Durham Region (ON) – [Homelessness Coordinated Access System Process Guide](#), consent form (pages 30-33)
- Fort McMurray (Wood Buffalo, AB) – [Coordinated Access Guide](#), Appendix E: Client Consent to the Disclosure of Personal Information (pages 17-18) and Appendix F: FOIP (page 19)
- Guelph-Wellington (ON) – [Coordinated Entry System Guide](#), Appendix E: HIFIS Collection and Release of Information Form (pages 20-22)
- Halton (ON) – [Coordinated Access Guide](#), Privacy and Documentation process (page 17) and Multi Agency Consent (Client) template (page 38)
- Medicine Hat (AB) – [Intake Form](#)
- Moncton (NB) – [Coordinated Entry System Guide](#), Adding to the BNL (page 7) and Appendix B: Consent to Release Information and Service Agreement for clients (pages 16-17)
- Peterborough (ON) – [Consent for the Collection and Sharing of Personal Information form](#), [Single Agency Consent for the Collection and Sharing of Personal Information](#) and documents in the [Privacy Policies](#) folder:
 - Consent Policy
 - Consent Withdrawal Process
 - Declined Consent Process
 - Identity Protection Process
 - Lockbox Policy where a client requests that some or all of their personal health information record be “locked”

- Saint John (NB) – [Coordinated Access Process Guide 2.0](#), Appendix E: Client Consent (pages 28-29)
- St. John's (NL) – [Coordinated Access Consent Form](#)
- Waterloo (ON) – [HIFIS 4 Protocol: Privacy and Consent](#) (for Service Providers, information and script), [HIFIS 4 Consent Cheat Sheet](#) and [Privacy and Consent Training Video](#)

Community examples of agreements and protocols to manage privacy and data sharing

How can this help me? Each of these are examples of agreements and protocols for staff to manage privacy and data sharing.

- Brantford (ON) – [HIFIS Confidentiality and User Agreement](#)
- Dufferin (ON) – [HIFIS Confidentiality and User Agreement](#)
- Dufferin (ON) – [Data Sharing Agreement for Service Providers](#)
- Dufferin (ON) – [Privacy and Confidentiality Considerations](#)
- Fort McMurray (Wood Buffalo; AB) – [Coordinated Access Guide](#), Appendix D: By-Name prioritized list and agreement for data sharing (pages 14-16)
- Guelph-Wellington (ON) – [Coordinated Entry System Guide](#), Appendix B: CES Oath of Confidentiality (page 13)
- Halton (ON) – [Coordinated Access Guide](#), COTS Data Sharing Agreement (pages 39-40)
- Moncton (NB) – [Coordinated Entry System Guide](#), Adding to the BNL (page 7) and Appendix A: Confidentiality Statement for service providers (page 15)
- Peterborough (ON) – Documents in the [Privacy Policies](#) folder:
 - Data Access and Audit Log Procedures for HIFIS
 - Social Services as a Health Information Network Provider
- Red Deer (AB) – [System Framework for Housing and Supports](#), including information on Privacy and Confidentiality (pages 19-21) and Records and Information Management and Security (pages 21-22)

	• St. John's (NL) – Coordinated Access Manual, Confidentiality, Privacy and Accountability in CA (pages 26-27) • Windsor (ON) – BNPL Oath of Confidentiality
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CHAPTER 4: COORDINATED ACCESS RESOURCE INVENTORY	
General Resources	General resources on a Coordinated Access Resource Inventory • Reaching Home Coordinated Access Guide (pages 67-71) • Reaching Home 2023-24 CHR Reference Guide (pages 28-29) • CAEH Coordinated Access Scorecard Guide – Section 13 • CAEH: Housing Resource Inventory Template – you may also be interested in this resource for the Housing Resources pages - Housing Resources (a one hour, online course with exercises) – access here and use key: HousingResources
CA MR #8	Communities must develop and maintain a document that identifies and describes the service providers that participate in the Coordinated Access system (referred to as a “system map”). Communities must use this tool to guide their efforts to improve their Coordinated Access system, use of HIFIS and data quality. This document must include the following: • Name of the organization and/or service provider; • Type of service provider (e.g., emergency shelter, supportive housing); • Funding source(s); • Eligibility for service (e.g., youth); • Capacity to serve (e.g., number of units); • Role in the Coordinated Access system (e.g., access point); • Role with maintaining quality data used for a Unique Identifier List (e.g., keep data up-to-date for housing history); and, • If the service provider currently uses HIFIS. Note: The system map must be made publicly available, if requested.
Examples	<i>To be updated</i>

CA MR #9	All housing-related resources funded under the Designated Communities or Territorial Homelessness streams (i.e., federally-funded projects/sub-projects) must be included in the Resource Inventory and fill vacancies using the Unique Identifier List, following the vacancy matching and referral process. They will not maintain a separate wait list or use another, parallel process to fill vacancies. Note: Documenting participation in Coordinated Access forms part of a community's system map (See CA MR 8)
Examples	<i>Resources to document if a resource is part of the Coordinated Access Resource Inventory</i> How can this help me? Examples of tools that help document if a resource has been identified as part of the Coordinated Access Resource Inventory. • Reaching Home System Mapping Tool for Community Entities in British Columbia – Tab “Start Map Here”, Column G (documents if the resource receives funding from the Reaching Home DC stream) • CAEH: Provider Participation Tool (PPT Tab) – All service providers with resources who are Reaching Home funded (column J checked off) should be participating in Coordinated Access Resource Inventory (columns S to W) How can this help me? An existing tool can be customized to add a column, for example, to identify if the resource is funded through Reaching Home. • CAEH: Housing Resource Inventory Template <i>Community example of ensuring service provider participation in the Coordinated Access Resource Inventory</i> How can this help me? A Memorandum of Understanding (MOU) or agreement between the CE and service providers receiving funding through Reaching Home can be a way of ensuring participation in the Coordinated Access system. An MOU or agreement clarifies roles and responsibilities, including for example that by receiving funding the service provider agrees to participate in Coordinated Access. • Saint John (NB) – Coordinated Access Process Guide 2.0, Appendix B: Homelessness Information Partnership Saint John (HIPSJ) Memorandum of Understanding (pages 24-26)

	• St. John's (NL) – Agency MOU for Coordinated Access, HIFIS and other programs • Whitehorse (YK) – Coordinated Access Guide, Appendix J: Resource Inventory Sharing Agreement template (pages 54-57) • Windsor (ON) – BNPL Memorandum of Understanding Template <i>Community example of identifying the level of participation in the Coordinated Access system</i> How can this help me? In 2021, FLOW Community Projects developed a tool, to help clarify the role that service providers play in the Coordinated Access system, with a focus on those that could fill vacancies using the List. This tool was shared with all Reaching Home CEs by HICC (previously ESDC) in May 2021, on behalf of FLOW Community Projects, as part of the <i>Reaching Home Community Homelessness Report Training Webinar for Community Entities 2019-21</i>.
CA MR #10	Eligibility requirements must be documented for each housing-related resource in the Resource Inventory. • Eligibility requirements can apply to a type of resource (e.g., all supportive housing) and/or a smaller subset of that type (e.g., a unit in a supportive housing building). Note: Documenting eligibility requirements forms part of a community's system map
Examples	<i>Resource on eligibility criteria</i> How can this help me? Example of a template where eligibility criteria can be documented for each housing resource. • CAEH Housing Resource Inventory Template – Columns G-R <i>Community examples of documented eligibility requirements for housing resources</i> How can this help me? For each housing resource (or group of resources in the case of Waterloo), these communities have documented the eligibility requirements. Although these are not examples of a Coordinated Access Resource Inventory per say, this information could be incorporated into it. • Moncton (NB) – Coordinated Entry System Guide, HART Housing Providers & Prioritization of Units (pages 10-12)

	- Waterloo (ON) – PATHS Framework, PATHS Process Overview, Eligibility criteria (page 7) <i>Community examples of collecting eligibility requirements</i> How can this help me? Example of a form that service providers with housing resources complete and submit to the CE to identify eligibility requirements. This is also an example of what eligibility requirements can be. - St. John's (NL) – Allocation of Resources: Housing Units
CA MR #11	Prioritization criteria, and the order in which they are applied, must be documented for each housing-related resource in the Resource Inventory. - Depth of need (i.e., acuity) must be included as a factor in prioritization. - Prioritization criteria may also include: housing history, current length of homeless episode, current living situation, health status, vulnerability to victimization, household type, number of children and/or pregnancy, age, Veteran status and/or Indigenous identity. - Prioritization criteria can be shared for more than one type of resource (e.g., all rapid re-housing and supportive housing) or apply to only one type (e.g., only supportive housing). - Only information identified in the community's prioritization policy may be used to filter the Unique Identifier List to generate a Priority List for filling vacancies. Note: Documentation must be made available, if requested.
Examples	<i>Community examples of documented prioritization criteria</i> How can this help me? Examples of documented prioritization criteria that applies to all resources in the Coordinated Access Resource Inventory throughout the community. In addition to these, there could also be resource-specific prioritization criteria. CAEH Prioritization Examples document, which has regrouped Coordinated Access community prioritization examples from several communities. Each provides different visualizations and approaches to prioritization. The document includes: - Durham (ON) – see also Homelessness Coordinated Access System Process Guide (pages 21-24);

	○ Fort McMurray (Wood Buffalo, AB) – see also Fort McMurray (Wood Buffalo, AB) – Coordinated Access Guide (pages 48-49); ○ Moncton (NB) – see also Coordinated Entry System Guide (page 10 and page 18); ○ Red Deer (AB) – see also Coordinated Access Process Living Guidelines (pages 6-8); and, ○ Waterloo (ON) – see also the full PATHS Prioritization Protocol document. • Saint John (NB) – Coordinated Access Process Guide 2.0, Common Assessment and Prioritization (page 13) • Whitehorse (YK) – Coordinated Access Guide, Appendix D: Prioritization Criteria (page 44)
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CHAPTER 5: ACCESS POINTS TO SERVICE	
General Resources	General resources on Access Points to Service • Reaching Home Coordinated Access Guide (pages 38-45) • Reaching Home 2023-24 CHR Reference Guide (pages 24-25) • CAEH Coordinated Access Scorecard Guide – see Section 6 • Pictures of Coordinated Access Systems provides illustrations from communities that show access points • CAEH Coordinated Access Webinar- Access slides and recording
CA MR #12	Communities must have processes in place to ensure that people experiencing homelessness are being supported to move through the Coordinated Access process (often referred to as service navigation or case conferencing). • While there is flexibility in how these supports may be structured, processes must include keeping people’s information up-to-date in HIFIS (e.g., interaction with the system, housing history, as well as data used to inform eligibility and prioritization for housing-related resources) and helping people to identify and overcome barriers to accessing appropriate services and/or housing-related resources. Note: Service navigation and case conferencing processes must be documented and this documentation must be made available, if requested.
Examples	<u>Community example of processes to ensure no one is denied access to service</u> <i>How can this help me?</i> These communities have described how no one will be denied service. • Medicine Hat (AB) – Housing Link Policies and Procedures, Core Concepts (page 1) Red Deer (AB) – System Framework for Housing and Supports, Accessibility and Screening (pages 43 and 49)

CA MR #13	Access points must be available throughout the geographic area covered by the Designated Communities or Territorial Homelessness funded region, so that people can be served regardless of where they are in the community. Note: Access points must be documented and be made publicly available
Examples	<u>Resources to help identify where services are located</u> <i>How can this help me?</i> This is an example of a tool where you can document where services are located in your community. - Reaching Home: System Mapping Tool for Designated Communities in British Columbia (see tab “Start Map Here”, column D “Service locations”) and System Mapping Guide (page 25, question E4). <i>How can this help me?</i> This is an example of a tool that can help communities identify unsheltered homelessness hotspots or other uncovered areas in your community, and identify any providers who are coming into contact with people who may be living outside and not accessing services, to ensure complete community coverage and coordination. - CAEH: Outreach Coverage and Coordination Tool (tab) <u>Community example of a virtual access site</u> <i>How can this help me?</i> Having an online resource with phone numbers is an example of ensuring that the Coordinated Access system serves the entire geographic area, since it is implied that a virtual resource is accessible to all regardless of their physical location in the community. - Waterloo (ON) – Housing Helplines Flyer - Medicine Hat (AB) – I Need Help – Medicine Hat Community Housing Society (mhchs.ca) website - Moncton (NB) – Housing Assessment Review Team (HART) — Greater Moncton Homelessness Steering Committee website

CA MR #14	There must be processes in place to monitor if there is easy, equitable and low-barrier access to the Coordinated Access system, and to respond to issues that emerge, as appropriate. Note: These processes must be documented and be made available, if requested.
Examples	<u>Community examples of processes to monitor progress</u> <i>How can this help me?</i> This community has a process in place to receive feedback and improve to quality of its system. Although this process is not specific to ensuring easy and equitable access, it could be leveraged for that purpose. - Red Deer (AB) – System Framework for Housing and Supports, System Feedback Mechanism (pages 114-115), Quality Improvement Measures (pages 122-123) and System Evaluation (pages 123-124) <i>How can this help me?</i> These communities have processes in place to address complaints and/or grievances related to the Coordinated Access system, which could include those related to how easy it is to access and issues of inequity. Having a process in place to address complaints and grievances is a way to ensure the community is made aware of issues and can address them. - Medicine Hat (AB) – Housing Link Policies and Procedures Complaints, Grievances and Appeals (page 8) - Red Deer (AB) – Coordinated Access Process Living Guidelines, Grievances and Appeals (page 10) <u>Community examples of easy access</u> <i>How can this help me?</i> These communities have an online resource with phone numbers to access the Coordinated Access system, which is an example of ensuring that the Coordinated Access system is easy to access, since it is a virtual resource available to all. - Medicine Hat (AB) – I Need Help – Medicine Hat Community Housing Society (mhchs.ca) website - Moncton (NB) – Housing Assessment Review Team (HART) — Greater Moncton Homelessness Steering Committee website

	• Waterloo (ON) – Housing Helplines Flyer <u>Community example of equitable access</u> <i>How can this help me?</i> This community describes how the Coordinated Access system is accessed, and speaks to the importance of equitable access. • Waterloo (ON) – PATHS Framework, Include clear access points for engaging with coordinated access services (pages 14-16)
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CHAPTER 6: TRIAGE AND ASSESSMENT	
General Resources	General resources on triage and assessment • Reaching Home Coordinated Access Guide (pages 46-58) • Reaching Home 2023-24 CHR Reference Guide (pages 26-28) • CAEH Coordinated Access Scorecard Guide – Section 11 • CAEH Coordinated Access Webinar – Assessment (Dec 2019) slides and recording
CA MR #15	The triage and assessment process must be documented in one or more policies/protocols and address the following: • Consents: Ensuring that people have a clear understanding of the Coordinated Access system, as well as how their personal information will be shared and stored. Includes addressing situations where people may benefit from services, but are not able or willing to give their consent. • Intakes: Documenting that people have connected or reconnected with the Coordinated Access system and have been entered into HIFIS, including obtaining or reconfirming consents, creating or updating client records, and entering transactions in HIFIS. • Initial triage: Ensuring safety and meeting basic needs (e.g., food and shelter), and guiding people through the process of stopping an eviction (homelessness prevention) or finding somewhere to stay that is safe and appropriate besides shelter (shelter diversion). • More in-depth assessment: Gathering information to gain a deeper understanding of people's housing-related strengths, depth of need, and preferences, including through the use of a common assessment tool(s) to inform prioritization for vacancies in the Resource Inventory. • Community referrals: Gathering information to understand what services people are eligible for and identifying where they can go to get their basic needs met, get help with a housing plan and/or connect with other related resources. • Housing plans: Documenting people's progress with finding and securing housing (with appropriate subsidies and/or supports, as applicable).

	Using a person-centered approach: Tailoring use of common tools to meet the needs and preferences of different people or population groups (e.g., youth), while also maintaining consistency in process across the Coordinated Access system. Note: Documentation must be made available, if requested.
Examples	<u>Community examples of an intake protocol</u> <i>How can this help me?</i> There are examples of written documents (including processes and forms) that outline the steps that service providers need to take when individuals and families connect with the Coordinated Access system. - Barrie (Simcoe, ON) – Common Intake Form - Brantford (ON) – Procedures for Managing Users on HIFIS, including Procedure for Delivering timely and accurate data on HIFIS (pages 57-64) document that describes the intake process (page 58) and intake documentation and forms (including diversion questionnaire; pages 60-64). - Brantford-Brant (ON) – Client Profile Form - Fort McMurray, Wood Buffalo (AB) – Coordinated Access Guide, Intake procedure: What are Coordinated Access Points (page 3); Required Forms (pages 5-6); Standardized Information to discuss with each person (page 7); and Appendix B: Program Eligibility form (page 11); Appendix G: Process Document for Coordinated Access System (pages 20-22) - Durham (ON) – HIFIS and BNL Intake Checklist - Guelph-Wellington (ON) – Coordinated Entry System Guide, Appendix F: CES Door Agency Checklist (page 23) - Guelph-Wellington (ON) – Door Agency Checklist - Moncton (NB) – Coordinated Entry System Guide: Appendix E (pages 25-26) and HART Coordinated Entry System - Door Agency Checklist (Appendix F; pages 27-29) - Medicine Hat (AB) – Housing Link Policies and Procedures Client Intake (page 4) - Medicine Hat (AB) – Intake Form

- Peterborough (ON) – Document in the [HIFIS Resources](#) folder: 1. HIFIS User Manual for Peterborough, Workflows (pages 5-9)
 - Peterborough (ON) – [By-Name Priority List Upload Form](#) and documents in the [Forms Applications](#) folder:
 - 2. Intake_SINGLE_Ptbo_ByNamePriorityList (By-Name Priority List Addition Form Single Adults)
 - 3. Intake_YOUTH_Ptbo_ByNamePriorityList (By-Name Priority List Addition Form Single Youth)
 - 4. Intake_FAMILY_Ptbo_ByNamePriorityList (By-Name Priority List Addition Form Family with Dependents)
 - Red Deer (AB) – [Coordinated Access Process Living Guidelines](#), Operating Procedures: Client Assessment at Coordinated Entry (pages 12-13)
 - Red Deer (AB) – [System Framework for Housing and Supports](#), Homelessness Prevention (pages 43-47) and Coordinated Entry Service Standards (pages 48-55)
 - Saint John (NB) – [Coordinated Access Process Guide 2.0](#), Adding People to the BNL (pages 11-12), Access Points (page 12), Appendix E: Client Consent (pages 28-29)
 - St. John's (NL) – [Coordinated Access Manual](#), Stages in the CA Process (pages 8-15)
 - Waterloo (ON) – [Housing Support Application Form](#)
 - Whitehorse (YK) – [Coordinated Access Guide](#), Intake, Assessment and Referral (pages 22-23), Appendix G: Policy on Intake, Adding to, and Updating the By-Name List (pages 47-50), Appendix K: Chat/BNL Consent and Intake/Update Form (pages 58-63)
- Community examples of consent scripts and guidance for addressing issues of consent
- How can this help me?*** Examples of consent scripts for getting people on the List and engaging them in the process of securing housing resources through Coordinated Access, including guidance for addressing issues of consent.
- Peterborough (ON) – [Consent for the Collection and Sharing of Personal Information form](#) and [Single Agency Consent for the Collection and Sharing of Personal Information](#)

- Saint John (NB) – [Coordinated Access Process Guide 2.0](#), Appendix E: Client Consent (pages 28-29)
- St. John's (NL) – [Coordinated Access Consent Form](#)
- Waterloo (ON) – [Sample Housing Stability System Shared Consent Script](#)
- Whitehorse (YK) – [Coordinated Access Guide](#), Appendix K: Chat/BNL Consent and Intake/Update Form (pages 58-63)
- Windsor (ON) – [BNPL Consent Form](#)

How can this help me? Examples of consent scripts for getting people into HIFIS, in communities where the List, which is used to help clients find housing, is created using HIFIS, including guidance for addressing issues of consent.

- Brantford (ON) – [Procedures for Managing Users on HIFIS](#), HIFIS consent form and scripts, and how to handle FOI requests (pages 11-25)
- Dufferin (ON) – [Client Consent for Data Collection and Release of Information](#), consent form and script
- Durham Region (ON) – [Homelessness Coordinated Access System Process Guide](#), consent form (page 20, pages 30-33)
- Medicine Hat (AB) – [Intake Form](#)
- Moncton (NB) – [Coordinated Entry System Guide](#), Adding to the BNL (page 7) and Appendix B: Consent to Release Information and Service Agreement for clients (pages 16-17)

Community examples of triage scripts

How can this help me? These are examples of triage scripts using a common triage tool.

- Fort McMurray, Wood Buffalo (AB) – [Coordinated Access Guide](#):
 - Standard assessment procedures: VI-SPDAT (page 6);
 - Standardized Information to discuss with each person (page 7);
 - Opening Script for the VI-SPDAT (pages 7-8);
 - When Completing the VI-SPDAT (page 8);
 - Appendix H: VI-SPDAT for Single Adults (pages 23-32); and,

- Appendix I: VI-SPDAT for families (pages 33-44)
- Guelph-Wellington (ON) – [Coordinated Entry System Guide](#), Appendix D: VI-SPDAT (pages 16-19)
- Peterborough (ON) – Documents in the [Forms Applications](#) folder:
 - 8. VI-SPDAT (Pre-screen triage tool for single adults, including scripts)
 - 9. TAY-VI-SPDAT (Pre-screen triage tool for youth, including scripts)
 - 10. F-VI-SPDAT (Pre-screen triage tool for families, including scripts)
- St. John's (NL) – [Coordinated Access Manual](#), Entry Point (page 8) and Pre-screening (pages 9-12)

How can this help me? These are examples of triage scripts that include questions to help stop an eviction or find somewhere to stay that is safe and appropriate besides shelter.

- Brantford-Brant (ON) – [Diversion Questionnaire](#) and [How to Document Diversion](#)
- Halton (ON) – [Coordinated Access Guide](#), Homelessness Prevention (page 4)
- Red Deer (AB) – [Coordinated Access Process Living Guidelines](#), Prevention Programs (page 9); Operating Procedures: Diversion (page 11) scripts
- Medicine Hat (AB) – [Housing Link Policies and Procedures](#) Housing Loss Prevention (pages 5-6)

Community examples of assessment scripts

How can this help me? These are examples of assessment scripts using a common triage tool, including questions that reveal housing-related strengths and depth of need and eligibility screening questions.

- Peterborough (ON) – Documents in the [Forms Applications](#) folder:
 - 12. SPDAT (Assessment tool for single adults, including scripts)
 - 13. Y-SPDAT (Assessment tool for youth, including scripts)
 - 14. F-SPDAT (Assessment tool for families, including scripts)

- Red Deer (AB) – [Coordinated Access Process Living Guidelines](#), Key Messages (pages 20-21)
- Red Deer (AB) – [System Framework for Housing and Supports](#), Coordinated Entry Service Standards, Assessment (pages 50-53), and Coordinated Access Process Service Standards, Program Matching (pages 56-57)

Resources related to eligibility screening

How can this help me? These are examples of tools where eligibility can be documented.

- Reaching Home: [System Mapping Tool](#) for Designated Communities in British Columbia (see tab “Start Map Here”) – Communities can map through question O5 Who can be served (eligibility (hidden cells U to Z). See also the [System Mapping Guide](#) (pages 28-29)
- CAEH: [Provider Participation Tool](#) (PPT Tab) – For each service provider, asks if the eligibility criteria has been documented for each housing resource (column AA)
- CAEH: [Housing Resource Inventory Template](#)

Community examples of triage and assessment referral scripts

How can this help me? Example of a community that has guidance related to triage and assessment referrals.

- Medicine Hat (AB) – [Housing Link Policies and Procedures](#), Determining Services (page 4) and Client Service (page 4)

How can this help me? Having an inventory of community services is a first step in having a referral script, since it acts as a resource to help service providers guide clients to the appropriate services in a easy way.

- Halton (ON) – [Coordinated Access Guide](#), Halton’s Homelessness Supports Inventory (pages 31-39)
- Fort McMurray, Wood Buffalo (AB) – [Coordinated Access Guide](#): Appendix O: Referral List (pages 55-60)

	• Waterloo (ON) – Renter's Toolkit, a system-wide set of tools and information to help people find, secure and sustain housing, and more specifically the links to other services (e.g. How to apply for tax benefits and credits, How to get replacement ID, etc.) • Waterloo (ON) – Housing Helplines Flyer How can this help me? Diversion scripts can also act as triage and assessment referral scripts where they aim to identifying where people can go to get their basic needs met and get help with a housing plan. • Brantford-Brant (ON) – Diversion Questionnaire • Red Deer (AB) – Coordinated Access Process Living Guidelines, Operating Procedures: Diversion (page 11) scripts <u>Community examples of service plan templates with HMIS data entry guidance</u> How can this help me? Example of a system-wide shared participant housing plan document. • Waterloo (ON) – My Housing Plan Worksheet How can this help me? Example of a documented process to help service providers create housing plans. • Brantford (ON) – How to Develop and Document a Housing Plan Job Aid (Link to Come) <u>Community example of guidance for adopting a person-centred approach</u> How can this help me? Example of guidance throughout the Coordinated Access process to ensure the approach in person-centred. • Red Deer (AB) – System Framework for Housing and Supports, Client-Centred (page 8), Client-Centred Approach (page 51) and Client-Centered Supervision (pages 110-112)
CA MR #16	A common, unified triage and assessment process must be applied across all population groups in the community. • Communities can select the triage and assessment tool(s) that work best for them, based on local needs and priorities. • People should not be asked to repeat similar information gathered through more than one tool to access services (e.g., ensure people are not asked to complete two tools with

	similar questions that measure depth of need), even if they are being served by different providers. • People should not have to complete different tools unless there is a good rationale for doing so, such as a change in their circumstances (e.g., an individual becomes part of a family) or developmental phase (e.g., when youth become adults). • If more than one tool is being used, communities will need to put additional processes in place to limit the risk of re-traumatizing people (e.g., ensure people are not asked similar questions multiple times), as well as reducing administrative burden and data duplication if service providers are expected to use multiple tools (e.g., ensure users are not being asked to enter similar information into multiple fields in HIFIS). • If more than one triage and/or assessment tool is being used, there must be a protocol in place that describes: ○ When each tool should be used (e.g., tools used only for youth verses those that can be used with more than one population group); ○ When a person/family could be asked to complete more than one tool (e.g., if an individual becomes part of a family or a youth becomes an adult); and, ○ How the matching process will be managed in situations where more than one person/family is eligible for the same vacancy and, because data to inform prioritization was collected using different tools, results are not the same (e.g., one tool gives a higher score for depth of need than the other). Note: The triage and assessment process must be documented and this documentation must be made available, if requested
Examples	<u>Community examples of a common assessment tool used for all population groups</u> <i>How can this help me?</i> These communities state that a common tool will be used across all providers, and how the approach will be adjusted for specific populations, where applicable. • Durham (ON) – Homelessness Coordinated Access System Process Guide, Common Assessment Tool (pages 19-21) • Halton (ON) – Coordinated Access Guide, Common Assessment (page 6) • Moncton (NB) – Coordinated Entry System Guide, Administering the Common Assessment Tool (page 8), and Housing Assessment Review Team (HART) website, Assessment Tools

- Peterborough (ON) – Documents in the [Forms Applications](#) folder:
 - 12. SPDAT (Assessment tool for single adults, including scripts)
 - 13. Y-SPDAT (Assessment tool for youth, including scripts)
 - 14. F-SPDAT (Assessment tool for families, including scripts)
- Red Deer (AB) – [System Framework for Housing and Supports](#), Service Prioritization (page 25)
- Saint John (NB) – [Coordinated Access Process Guide 2.0](#), Common Assessment and Prioritization (pages 13-15)
- St. John's (NL) – [Coordinated Access Manual](#), Assessment using the VAT (page 13-15)
- Waterloo (ON) – [PATHS Framework](#) (page 7, paragraph 3)

Resources available on the Built for Zero Canada Coordinated Access page under “Common Assessment Tools”

- CAEH Blog: [Thinking About Triage and Assessment Tools for Communities](#) (2021) – Following OrgCode Consulting's announcement that the VI-SPDAT would be discontinued, provides information on tools, next steps, and considerations for communities moving forward.
- CAEH: BNL/CA TTA Assessment Webinar (Dec 2019) – [Recording](#) and [PowerPoint](#)
- CAEH Blog: [The Lowdown on Common Assessment Tools](#) (2018)
- CAEH: [Backgrounder – Information on Common Assessment Tools](#) (2018) – Information on what are they, when are they used, and what makes a good tool.
- CAEH: [Backgrounder – Homelessness-Specific Common Assessment Tools Currently Used Broadly Across Canada](#) (2018) – Information on the VI-SPDAT/SPDAT, the VAT and the YAP, that can help communities make an informed decision about what tool will best meet their needs.
- The City of Toronto has worked closely with Indigenous and other community partners, people with lived expertise, and front line workers to develop and test its own local common assessment tool, the STARS Common Assessment Tool.

	○ The three part tool includes: STARS Intake and Triage and a STARS Housing Checklist and a STARS Supports Assessment (coming soon) ○ Training modules for the first two components can be found here (see SMIS Training for Improving Housing Outcomes) ○ To learn more about Toronto's work with their Common Assessment Tool and how it fits in their Coordinated Access System: ▪ See their Coordinated Access website page ▪ Watch this webinar (June 2022) – Recording and PDF • Pathways Community Network Institute: MAP (Matching to Appropriate Placement) – Developed in Montana, the MAP assessment and Guide are available free of charge to any community that would like to use them. • Echo: Austin Prioritization Index – Website explaining the what, why, and how of this new tool. • Article: Allocating Homelessness Services After the Withdrawal of the VI-SPDAT (Mar 2022) – Article that explores assessment principle considerations used across sectors.
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CHAPTER 7: VACANCY MATCHING AND REFERRAL

General Resources

General resources on vacancy matching and referral

- Reaching Home [Coordinated Access Guide](#) (pages 71-81)
- Reaching Home [2023-24 CHR Reference Guide](#) (pages 29-31)
- [CAEH Coordinated Access Scorecard Guide](#) – Sections 12 and 15
- [Revisioning Coordinated Access: Fostering Indigenous Best Practices Towards a Wholistic Systems Approach to Homelessness](#) (pages 16-17, 54, 62-64, 74-75, 97-98)
- CAEH Coordinated Access Webinars:
 - Matching and Referral (Feb 2020) [Slides](#) and [recording](#) you may also be interested in this resource for Page 31 - Prioritization, Matching, and Referral (a 1.5 hour online course with exercises – access [here](#) and use key: PMR101)
 - Prioritization (Jan 2020) [Slides](#) and [recording](#)

Resources available on the Built For Zero Canada Coordinated Access Page under “Coordinated Access Tools and Community Examples”, “Action Oriented Case Conferencing”

How can this help me? Case conferences can be done in person or virtually and typically include the Coordinated Access Lead who produces and manages the Priority List, service providers receiving referrals from the Priority List to fill current or pending vacancies, and frontline service providers whose clients are on the Priority List.

- [What is Action Oriented Case Conferencing?](#) (Blog, Community Solutions, Dec 2020)
- Built for Zero Canada – [Case Conferencing Overview and Examples](#)
- Community Solutions Built for Zero – [Case Conferencing Tool Bank](#) (2020)
- CAEH – [BNL/CA Action Oriented Case Conferencing Webinar \(PDF\)](#) (Dec 2020)
- Community Solutions Built for Zero – [Case Conferencing Transformer Roadmap](#): a self-assessment checklist and action plan for improving your case conferencing practice

RH MR #17	The vacancy matching and referral process must be documented in one or more policies/protocols and address the following: • Roles and responsibilities: Describing who is responsible for each step of the process, including data management. • Prioritization: Identifying how prioritization criteria is used to determine an individual or family's relative priority on the Priority List (a subset of the broader Unique Identifier List) when vacancies become available (i.e., how the Priority List is filtered and/or sorted). • Referrals: What information to cover when referring an individual or family that has been matched and how their choice will be respected, including allowing individuals and families to reject a referral without repercussions. • Offers: What information to cover when a provider is offering a vacancy to an individual or family that has been matched and tips for making informed decisions about the offer. • Challenges: How concerns and/or disagreements about prioritization and referrals will be managed, including criteria by which a referral could be rejected by a provider following a match. • Resource Inventory management: Steps to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes.
Examples	<u>Community examples of how individual choice in housing options will be respected</u> <i>How can this help me?</i> This community has documented what happens if there is a refusal from the client or the provider. • Halton (ON) – Coordinated Access Guide, Ensuring an Equitable Process (page 13) <i>How can this help me?</i> As part of the vacancy matching process, this community asks clients where and what type of housing they are interested in, and if there are housing supports they are not interested in. • Waterloo (ON) – PATHS Vacancy Matching Form. <u>Community examples of processes specific to dealing with vacancy referral challenges, concerns and/or disagreements</u> <i>How can this help me?</i> These communities have documented the procedures for addressing refusals, complaints and/or grievances.

	• Durham Region (ON) – Homelessness Coordinated Access System Process Guide, Governance (pages 26-27) • Medicine Hat (AB) – Housing Link Policies and Procedures Complaints, Grievances and Appeals (page 9) • Red Deer (AB) – Coordinated Access Process Living Guidelines, Grievances and Appeals (page 9) • Red Deer (AB) – System Framework for Housing and Supports, Complaints and Conflict Resolution (pages 115-121) • Saint John (NB) – Coordinated Access Process Guide 2.0, Dispute Resolution (page 21-22) • St. John's (NL) – Coordinated Access Manual, Program match declined by participant and Program match declined by program (page 21) • Sudbury (ON) – Coordinated Access System Process Guide, Declined Offers by Client (page 13) and Rejections by Partner Agencies (page 13) • Waterloo (ON) – Declined Housing Support Offer Form for Home-Based Support and Supportive Housing Providers • Whitehorse (YK) – Coordinated Access Guide, Matching & Referral Challenges (pages 25-26) and Appendix I: Matching and Referral (Process Guide; pages 52-53)
RH MR #18	Vacancies from the Resource Inventory must be filled using a Priority List, following the vacancy matching and referral process. • A Priority List is used to determine who is currently waiting for a housing-related resource (e.g., a unit, subsidy, or supports through a case manager) and is offer-ready. It is a subset of the broader Unique Identifier List, which includes everyone in the community that is currently experiencing homelessness, has come into contact with the homeless-serving system and has given their consent to be included. • Only information relevant to the prioritization criteria may be used to make decisions.

Examples	<u>Community examples of a List being filtered to a Priority List</u> <i>How can this help me?</i> Description of prioritization criteria for the Priority List, meaning that the list is filtered by priority and being used. • Halton (ON) – Coordinated Access Guide, By-Name List Prioritization (page 10) • Waterloo (ON) – PATHS Framework, maintain real-time data about unmet service needs and preferences (pages 13-14) • Whitehorse (YK) – Coordinated Access Guide, Matching (page 24) <i>How can this help me?</i> A Memorandum of Understanding (MOU) between the CE and service providers receiving funding through Reaching Home can be a way of confirming participation in the Coordinated Access system. For example, an MOU can indicated that service providers will fill vacancies using the Priority List. • Saint John (NB) – Coordinated Access Process Guide 2.0, Appendix B: Homelessness Information Partnership Saint John (HIPSJ) Memorandum of Understanding (pages 24-26) • St. John's (NL) – Agency MOU for Coordinated Access, HIFIS and other programs. • Windsor (ON) – BNPL Memorandum of Understanding Template
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